How to apply the Microsoft patch to rectify the .NET printing issue
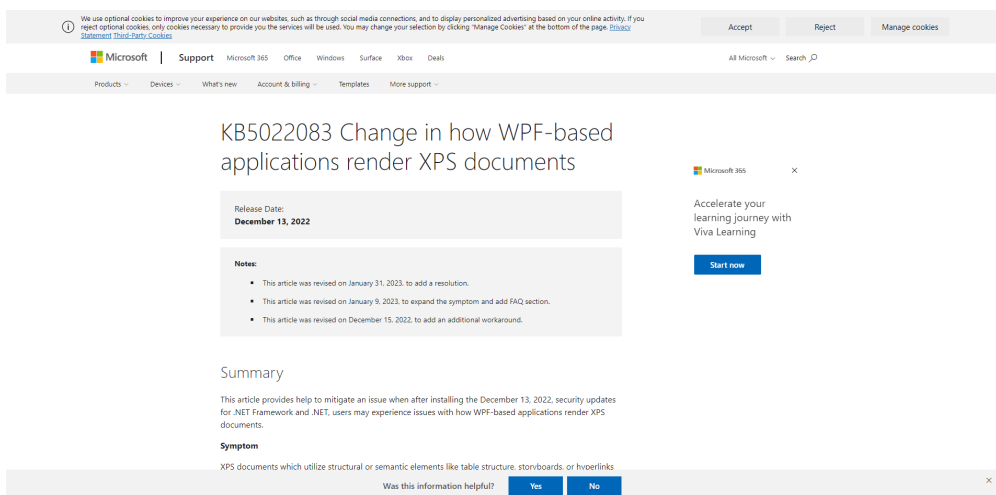
The following document provides instructions on how to apply a patch to rectify recent printing issues introduced because of a Microsoft Automatic Update.

Please ensure that you have Administrator Rights enabled on your user account ahead of proceeding with the following steps.
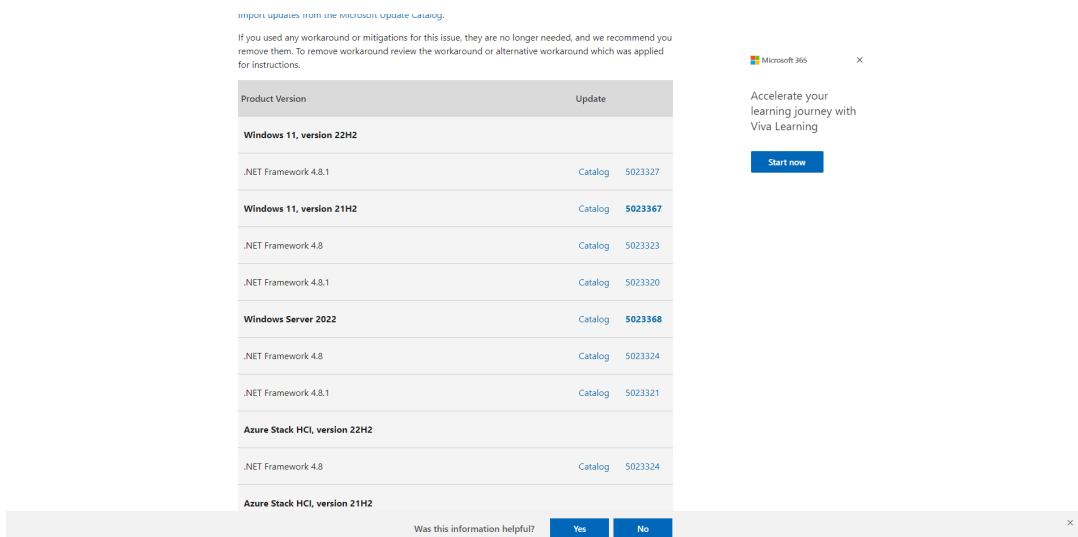
1. Press this link to get to the download page of the Microsoft patch software:

https://support.microsoft.com/en-us/topic/kb5022083-change-in-how-wpf-based-applications-render-xps-documents-a4ae4fa4-bc58-4c37-acdd-5eebc4e34556

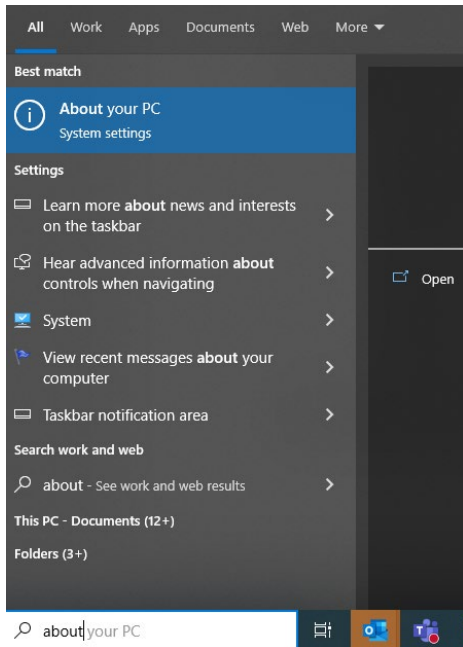2. You should be directed to this page in your web-browser.

On scrolling to the bottom of this page you will see a tabulated list of different windows versions and patches (see below).
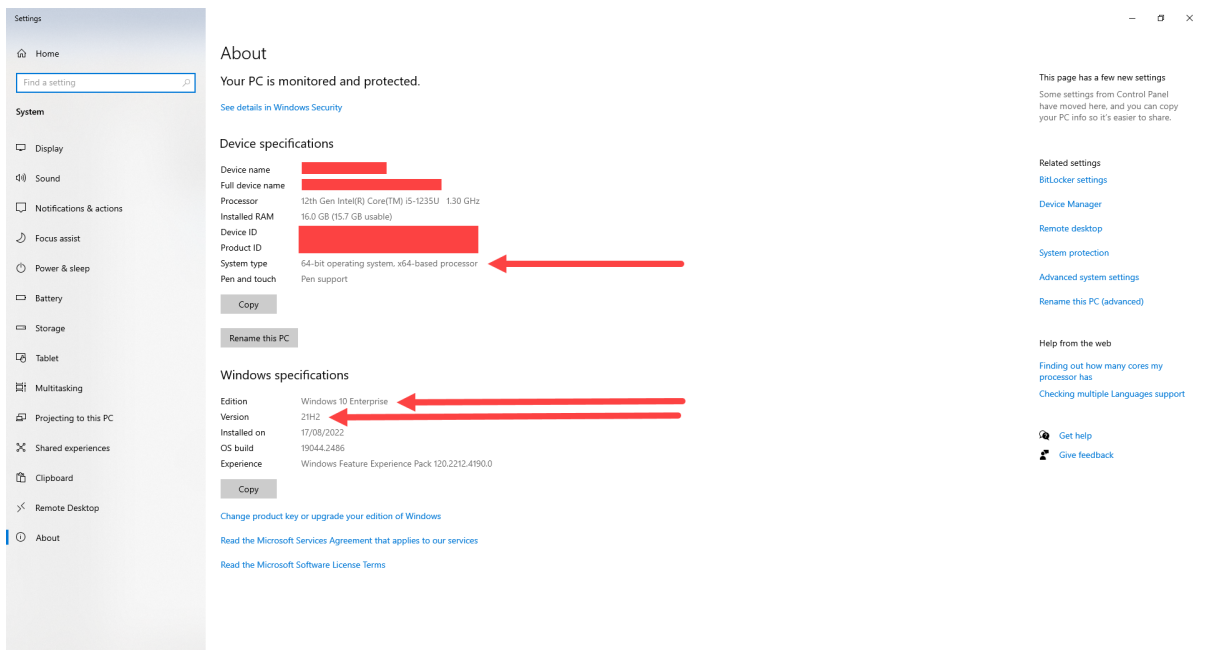
You will need to download the relevant patch in accordance with your Microsoft Operating software version. To find this on your computer press the 'Start' icon and search 'About' to get to systems settings, 'About your PC' (see icon below).

On pressing this, the important information you require to decide which patch to download is in the following location:
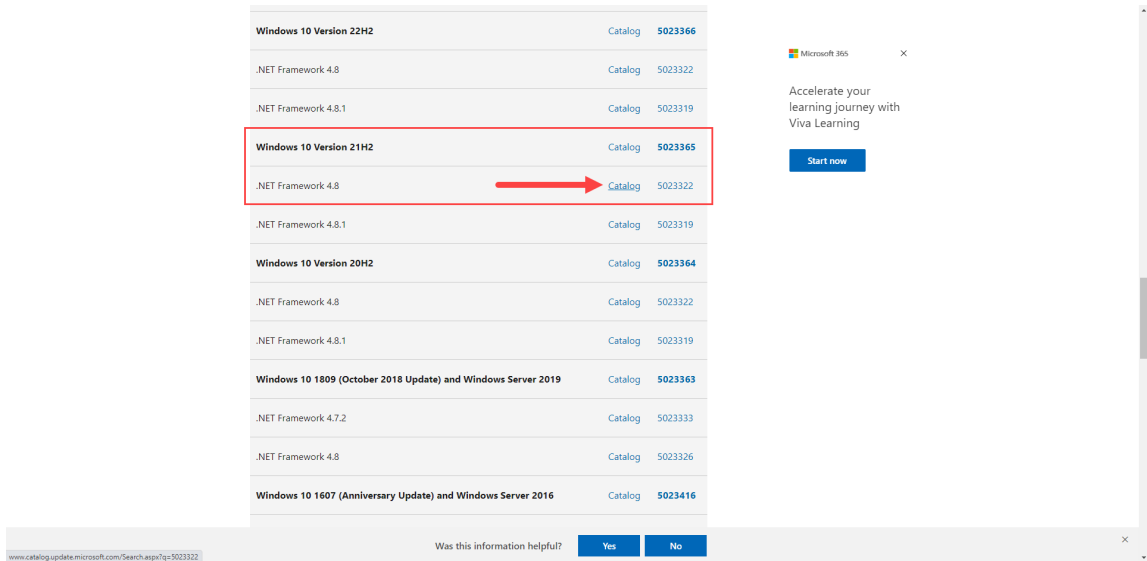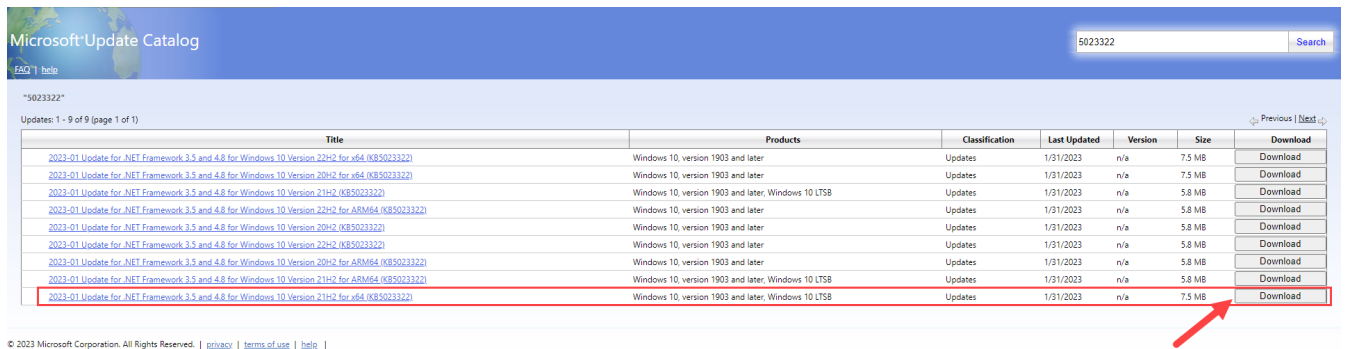
The above instance would require the patch for Windows 10 Version 21H2 64-bit to be downloaded and applied.

3. Press on 'Catalog' against the relevant version of your Windows version in the Microsoft webpage you have opened in step 2. This should open a new window (shown in step 4.).
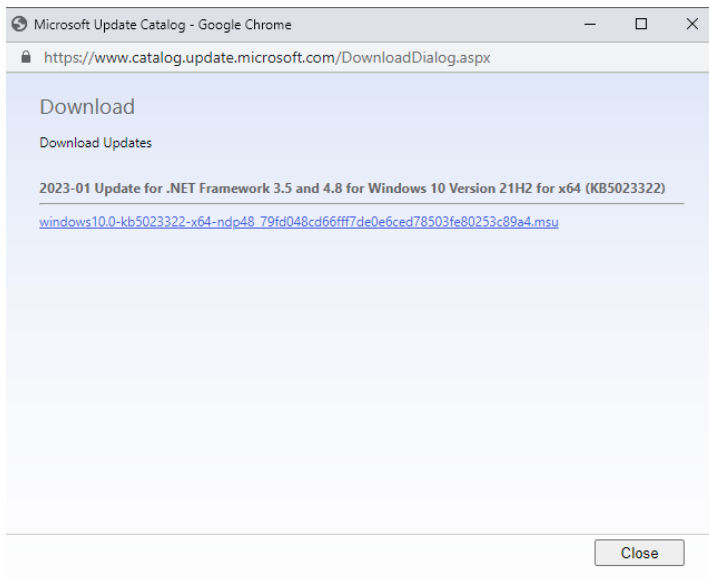
For this patch, Amplivox products and software require the .NET Framework version 4.8.

4. In this new window you wil be required to re-select the version of the patch you require and press 'Download'.

On pressing this you may see the below pop-up window. Click on the link to begin the download.

5. Save this file to a known location and run it once downloaded (as mentioned above, it is important you run this using Administrator rights).

6. Once you have run this, we recommend you restart your PC to ensure the change has been applied.